

### REMARKS

Claims 1-28, 30-36, 38-60, and 62-81 are pending in the present application.

Claims 1-36, 38-60, and 62-81 were examined. Claim 29 has been cancelled by amendment.

In the office action mailed on October 24, 2005 (the "Office Action"), the Examiner rejected claims 1-5, 8-15, 18-23, 26, 27, 29, 32-50, 53-74, and 77-81 were rejected under 35 U.S.C. 102(b) as being anticipated by MDSI Mobile Data Solutions reference (the "MDSI reference"). The Examiner further rejected claims 6, 16, 24, 25, 28, 30, 31, 51, 52, 75, and 76 under 35 U.S.C. 103(a) as being unpatentable over the MDSI reference in view of U.S. Patent No. 6,578,005 to Lesaint et al. (the "Lesaint patent"). Claims 7 and 17 have been rejected under 35 U.S.C. 103(a) as being unpatentable over the MDSI reference in view of U.S. Patent No. 5,913,201 to Kocur (the "Kocur patent").

As amended, claims 1, 11, 21, 34, and 58 are patentably distinct from the MDSI reference because it fails to disclose the combination of limitations recited by the respective claims. For example, the MDSI reference fails to disclose analyzing shifts of mobile service representatives to identify shifts that are suitable for the reservations and sorting the identified shifts according to an objective criteria. The order is then booked to one of the identified shifts starting with the best shift and in descending order to the worst shift based on the objective criteria. The Examiner has argued that the MDSI reference discloses automatic assignment of orders." See the Office Action at page 6. However, the description provided by the MDSI reference regarding automatic assignment of orders fails to disclose the manner in which the field personnel to whom the order is automatically assigned is determined, nor does the MDSI reference suggest that the process of automatically assigning the order to a field personnel is accomplished by performing the limitations recited generally in claims 1, 11, 21, 34, and 58. Moreover, neither the Lesaint or Kocur patents, cited by the Examiner for supporting the obviousness rejection of claims 6, 7, 16, 17, 24, 25, 28, 30, 31, 51, 52, 75, and 76, do not disclose the limitations of analyzing shifts of mobile service representatives to identify shifts that are suitable for the reservations and sorting the identified shifts according to an objective criteria in combination with the other limitations recited in the claims.

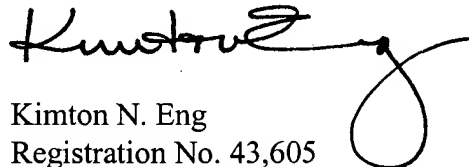
For the foregoing reasons, claims 1, 11, 21, 34, and 58 are patentably distinct from the MDSI reference. Claims 2-5 and 8-10, which depend from claim 1, claims 12-15 and 18-20, which depend from claim 11, claims 22, 23, 26, 27, 32, and 33, which depend from claim

21, claims 35-50 and 53-57, which depend from claim 34, and claims 59-74 and 77-81, which depend from claim 58, are similarly patentably distinct from the MDSI reference because of their dependency from a respective allowable base claim. Therefore, the rejection of claims 1-5, 8-15, 18-23, 26, 27, 32-50, 53-74, and 77-81 under 35 U.S.C. 102(b) should also be withdrawn.

As previously mentioned, claims 6, 16, 24, 25, 28, 30, 31, 51, 52, 75, and 76 have been rejected under 35 U.S.C. 103(a) as being unpatentable over the MDSI reference in view of the Lesaint patent, and claims 7 and 17 have been rejected under 35 U.S.C. 103(a) as being unpatentable over the MDSI reference in view of the Kocur patent. Even if the Examiner's characterizations of the Lesaint and Kocur patents are assumed to be accurate, the patents do not make up for the deficiencies of the MDSI reference, as previously discussed with respect to claims 1, 11, 21, 34, and 58. Consequently, the combined teachings of the MDSI reference and the Lesaint patent and the combined teachings of the MDSI reference and the Kocur patent fail to teach or suggest the combination of limitations recited by claims 6, 7, 16, 17, 24, 25, 28, 30, 31, 51, 52, 75, and 76. Additionally, claims 6 and 7, which depend from claim 1, claims 16 and 17, which depend from claim 11, claims 24, 25, 28, 30, and 31, which depend from claim 21, claims 51 and 52, which depend from claim 34, and claims 75 and 76, which depend from claim 58 are patentable based on their dependency from a respective allowable base claim. For the foregoing reasons, the rejection of claims 6, 7, 16, 17, 24, 25, 28, 30, 31, 51, 52, 75, and 76 under 35 U.S.C. 103(a) should be withdrawn.

All of the claims pending in the present application are in condition for allowance.  
Favorable consideration and a Notice of Allowance are earnestly solicited.

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